BlackBerry Management Center

User Guide

Version: 1.0

BlackBerry

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Getting started

About the BlackBerry Management Center

The BlackBerry® Management Center is a service that uses the BlackBerry® Internet Service to allow organizations, such as small businesses, not-for-profit groups, governments, as well as families, to benefit from a BlackBerry solution without requiring a dedicated IT team to run it. The BlackBerry Management Center allows an organization or group to issue BlackBerry smartphones to its users, manage email settings on smartphones, and use BlackBerry® Protect to help protect smartphone data and locate a lost smartphone.

Your organization or group sends you an invitation to join a BlackBerry Management Center account. When you join, you can add your own personal BlackBerry smartphone or a smartphone that the organization or group has issued to you. You set the permissions controlling which BlackBerry Management Center features the administrator can manage on your smartphone. You can update these settings at any time.

Related information

Administrator permission settings, 8

About the BlackBerry Internet Service

The BlackBerry® Internet Service is an email and internet service for BlackBerry smartphones that is designed to provide you with automatic delivery of email messages, and wireless access to email message attachments and internet content.

Depending on your messaging service plan and your BlackBerry® Management Center permission settings, you and your BlackBerry Management Center administrator can add up to ten existing email accounts to your smartphone. The BlackBerry Internet Service is designed to retrieve email messages from email accounts that have been added, deliver email messages to your smartphone, and provide wireless email reconciliation for supported email accounts. With some types of email accounts you can synchronize contacts and calendar entries between your email account and your smartphone.

The BlackBerry Internet Service also allows you or your administrator to set up a BlackBerry email address that you can use to send and receive email messages on your smartphone.

Related information

About managing email addresses on your smartphone, 2

About managing email addresses on your smartphone

You can specify whether your BlackBerry® Management Center administrator can help you manage the settings of email addresses that you have added to your smartphone. If you have existing email addresses added to your smartphone, you can select which email addresses you want your administrator to be able to manage. Your administrator can also add additional email addresses to your smartphone, and set up a BlackBerry email address if you require a new email address. Your administrator cannot access email messages for any email accounts that you give them permission to manage.

You can continue to manage the settings for email addresses you have added using the email setup application on your smartphone. You can use the email setup application to add existing email addresses to your smartphone and set up a BlackBerry email address. For more information, see the online help in the email setup application.

Related information
About the BlackBerry Internet Service, 2

About BlackBerry Protect

BlackBerry® Protect provides a convenient way to wirelessly back up and restore BlackBerry smartphone data, and includes features to help protect the data on your smartphone and help to locate your smartphone if it is ever lost or stolen.

You can use BlackBerry Protect to back up contacts, calendars, memos, tasks, text messages, and browser bookmarks. Using the BlackBerry Protect application on your smartphone, you can choose to back up your data regularly or only when certain types of network connections are available. You can also choose to back up your data manually.

BlackBerry Protect is also designed to restore data to the same smartphone (for example, when you want to recover data that you have deleted), or to a different smartphone (for example, when you need to replace a lost smartphone with a new one).

If your smartphone is lost, you can use the BlackBerry Protect website to help find your smartphone by viewing its approximate location, making it ring, or displaying a custom message on the Home screen of the smartphone. If your smartphone is stolen, you can also remotely lock your smartphone, change your smartphone password, or delete all data from your smartphone.

Note: Depending on your messaging service plan, this feature might not be supported.

Related information
About protecting your smartphone and smartphone data, 3

About protecting your smartphone and smartphone data

You can specify whether your BlackBerry® Management Center administrator can manage the BlackBerry® Protect features on your smartphone. If your smartphone is ever lost, your administrator can help you protect the data on your smartphone by remotely locking your smartphone, backing up your smartphone data, and deleting all data from your smartphone. Your administrator can also help you try to locate your smartphone by making the device ring, and by displaying a custom message on the smartphone home screen.

Note: Depending on your messaging service plan, this feature might not be supported.

Related information
About BlackBerry Protect, 3

About BlackBerry ID

A BlackBerry® ID gives you convenient access to multiple BlackBerry® products, including the BlackBerry® Management Center, BlackBerry® Protect, and the BlackBerry App World™ storefront. After you create a BlackBerry ID, you can use a single email address and password to log in to any BlackBerry product that supports BlackBerry ID.

To log in to the BlackBerry Management Center, you must have a BlackBerry ID. You can create a BlackBerry ID from the BlackBerry Management Center login page.

You can use any email address for your BlackBerry ID; you do not have to use an email address that you have added to your smartphone. If you have a user name and password that you use to manage email addresses on your smartphone, that user name is separate from your BlackBerry ID.

Create a BlackBerry ID

You can create a BlackBerry® ID by clicking **Create a BlackBerry ID** on the BlackBerry® Management Center website. Clicking **Create a BlackBerry ID** takes you to the BlackBerry ID webpage.

1. On the BlackBerry ID webpage, read the BlackBerry ID license agreement and, if you agree, click **I Agree**.
2. Enter your contact information and password recovery information in the required fields.
3. Click **Save**.
4. Click**OK**.

Requirements

To use BlackBerry® Protect with the BlackBerry® Management Center, BlackBerry® Device Software 4.6 or later must be installed on a user's BlackBerry® smartphone.

Find more information

For additional information about the BlackBerry® Management Center and BlackBerry smartphones, visit www.blackberry.com.

Join the BlackBerry Management Center and set administrator permissions

About joining a BlackBerry Management Center account

To join a BlackBerry® Management Center account, you must receive an invitation from an administrator for that BlackBerry Management Center account. The invitation contains the URL for the BlackBerry Management Center website.

You must log in to the BlackBerry Management Center website using your BlackBerry® ID and enter your BlackBerry device information. The system then sends a PIN message to your device that contains a confirmation code. To confirm that the system has the correct device information, enter the confirmation code in to the **Confirmation Code** field on the website.

After you have confirmed your information you can specify which features you want your BlackBerry Management Center administrator to be able to manage on your device:

- Email management: You can set whether your BlackBerry Management Center administrator can help you manage the settings for email addresses that you have added to your device. If you have existing email addresses added to your device, you can select which email addresses you want your administrator to be able to manage.
- BlackBerry® Protect: You can set whether your BlackBerry Management Center administrator can manage BlackBerry Protect on your device. You can also define which BlackBerry Protect features your administrator can manage.

Related information

About BlackBerry ID, 4
Create a BlackBerry ID, 4

Join a BlackBerry Management Center account

To join a BlackBerry® Management Center account, you must receive an email invitation from a BlackBerry Management Center administrator.

1. In a browser on your computer, open the email invitation, and click the BlackBerry Management Center link.
2. Complete one of the following:
   - Type the login information for the BlackBerry ID that you want to use to access the BlackBerry Management Center website.
   - Click **Create a BlackBerry ID** to create a BlackBerry ID and log in to the website.
3. Read the license agreement and, if you agree, click **I Agree**.
4. Click **Submit**.
5. Enter your BlackBerry smartphone information, and select the ownership information for your smartphone. Click **Next**.
6. Confirm your information and click **Submit**.

   The BlackBerry Management Center sends a PIN message containing a confirmation code to your smartphone.
7. Enter the confirmation code and click **Submit**.
8. Select the features that you want the administrator to be able to manage on your device and click **Submit**.

Related information
About joining a BlackBerry Management Center account, 5

Remove yourself from a BlackBerry Management Center account

To leave a BlackBerry® Management Centeraccount, you must have previously joined a BlackBerry Management Center account, or started to join a BlackBerry Management Center account.

Once you remove yourself from a BlackBerry Management Center account, you cannot log in to the BlackBerry Management Center website and the administrator cannot manage your smartphone.

1. From the BlackBerry Management Center webpage, click **I want to remove myself from this service**.
2. Click **Opt out**.

Related information
Remove your smartphone from a BlackBerry Management Center account, 10

Troubleshooting

Find your PIN and IMEI, ESN, or MEID

Depending on your wireless service provider, your BlackBerry® smartphone will have either an IMEI, ESN, or MEID.

Perform one of the following actions:

- On your smartphone, in the device options, click **Device** > **Device and Status Information**.
- Search for the PIN and IMEI, ESN, or MEID information on the outside of the box that your smartphone came in.
- Turn off the smartphone and remove the battery. Search for the sticker with the PIN and IMEI, ESN, or MEID information.

I deleted the PIN message and cannot join the BlackBerry Management Center

If you delete the PIN message with the confirmation code required to join the BlackBerry® Management Center, log in to the BlackBerry Management Center website and click **Send my confirmation code again**. A new confirmation code is sent in a PIN message to your BlackBerry smartphone.

My confirmation code is invalid

Your confirmation code may have expired.

Confirmation codes sent by the BlackBerry® Management Center to BlackBerry smartphones are valid for 48 hours.

Try performing the following action:

- Log in to the BlackBerry Management Center website and click **Send my confirmation code again**.

A PIN message containing a new confirmation code is sent to your smartphone.

I did not receive a confirmation code

The BlackBerry® Management Center sends a confirmation code in a PIN message to the BlackBerry smartphone that you add to the BlackBerry Management Center.

Try performing the following action:

- Log in to the BlackBerry Management Center website and confirm that you entered the correct PIN and IMEI, ESN, or MEID for your smartphone.
- If necessary, make changes to the information and click **Send my confirmation code again**.

I have forgotten the password for my BlackBerry® ID

1. From the BlackBerry® ID login screen, click **Forgot your password?**
2. Enter your email address. Click **Next**.
3. Enter the answer to your security question. Click **OK**.

An email containing a link to reset your password is sent to you.

Changing administrator permissions

About administrator permissions

When you accept the invitation to join the BlackBerry® Management Center, you can specify which features the BlackBerry Management Center administrator can manage on your smartphone (for example, email, smartphone settings, or BlackBerry® Protect settings). You can change these settings at any time.

Related information

Administrator permission settings, 8

Change administrator permissions

You can change your administrator's permission settings.

1. Log in to the BlackBerry® Management Center website.
2. Click **Change Permission Settings**.

   You can select whether your administrator can add or edit email settings on your BlackBerry smartphone, which email accounts your administrator can manage, whether your administrator can remotely back up or protect your smartphone, and select which BlackBerry® Protect features you want your administrator to manage.

Related information

Administrator permission settings, 8

Administrator permission settings

When you click on **Change Permission Settings**, you can choose which actions you want your administrator to be able to perform on your BlackBerry® smartphone. You can change these settings at any time.

Feature	Description
Add email accounts and change email account settings	You can select whether your administrator can add new email accounts or change email account settings on your BlackBerry smartphone. • If you want your administrator to perform these actions, click **Yes**. • If you do not want your administrator to perform these actions, click **No**.
BlackBerry® Protect	You can select whether your administrator can remotely back up or help protect your smartphone. You can also select which BlackBerry Protect features you want your administrator to manage.

Feature	Description

	• If you want your administrator to remotely back up or help protect your smartphone, click **Yes**. To allow your administrator to manage some or all BlackBerry Protect features, click in the check box next to the feature you want your administrator to manage. Features include:
	  • Back up BlackBerry Device
	  • Lock BlackBerry Device
	  • Display Message on BlackBerry Device Home Screen
	  • Activate Loud Ring
	  • Wipe BlackBerry Device
	  • Display My BlackBerry Device Connection Status
	• If you do not want your administrator to remotely back up or help protect your smartphone, click **No**.

Related information

About administrator permissions, 8
Change administrator permissions, 8

Managing your smartphone

Find your BlackBerry smartphone information

To register your BlackBerry® smartphone with the BlackBerry® Management Center, you must enter your PIN and your IMEI, ESN, or MEID information on the **BlackBerry Device Information** screen of the BlackBerry Management Center website.

- To find your PIN and your IMEI, ESN, or MEID information, on the Home screen or in a folder, click the **Options** icon. Click **Device** > **Device and Status Information**.

About switching smartphones

If you change your BlackBerry® smartphone, or if you put your SIM card in to a new smartphone, your administrator cannot access your smartphone on the BlackBerry® Management Center website. If you want your administrator to be able to access your smartphone, you must log in to the BlackBerry Management Center website and change your smartphone information.

Change your BlackBerry smartphone

If you have changed your BlackBerry® smartphone, you must log in to the BlackBerry® Management Center website and change your smartphone information.

1. From the BlackBerry Management Center website, click **Change BlackBerry Device**.
2. Enter your new PIN and IMEI, ESN or MEID, and indicate who owns your new smartphone.
3. Click **Next**.
4. On the **Confirm Information** screen, review your information. If it is correct, click **Submit**.

   A BlackBerry smartphone connection confirmation code is sent to your smartphone.
5. Enter the confirmation code in the **Confirmation Code** field.
6. Click **Submit**.
7. Specify the administrator permission settings for your new smartphone.
8. Click **Submit**.

Remove your smartphone from a BlackBerry Management Center account

If you no longer want your smartphone to be a part of a BlackBerry® Management Center account, you can remove it using the BlackBerry Management Center website.

1. Click **Remove Device**.

2. Click **Remove BlackBerry Device**.

Your smartphone is removed from the BlackBerry Management Center. To add your smartphone again, or to add another smartphone to the BlackBerry Management Center, click **Add My BlackBerry Device**.

Related information

Remove yourself from a BlackBerry Management Center account, 6

Provide feedback

To provide feedback, visit www.blackberry.com/docsfeedback.

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